

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
CHRISTOPHER R. VINCENT ) Group Art Unit: 2168  
Serial No.: 10/680,282 )  
Confirmation No.: 7369 ) Examiner: C. Ly  
Filed: October 7, 2003 )  
For: WEB BROWSER CONTROL FOR )  
CUSTOMER SUPPORT )  
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)

AMENDMENT AFTER FINAL  
UNDER 37 C.F.R. § 1.116

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Sir:

In response to the Office Action dated September 19, 2008, in connection with the above-identified application, please enter and consider the following amendment and remarks. An extension of time is hereby requested to extend the due date for this response to March 19, 2009.

I hereby certify that this correspondence is  
being electronically transmitted to the United  
States Patent and Trademark Office on 3/19/09.  
Date

Stephen Bongini  
Applicant, Assignee, or Representative  
/Stephen Bongini/  
Signature